



CLEVELAND

Indians™

2003 SUITE POLICY HANDBOOK



THE CLEVELAND CLINIC
Every Life Deserves World Class Care

All photos: Gregory Drezdzon



Photo: Gregory Drezdson

MEET THE PLAYERS...

The Cleveland Indians

Cleveland Indians Baseball Company Limited Partnership (the "Cleveland Indians") operates Jacobs Field, including all of the executive seating areas. From cleaning and maintenance to service-with-a-smile, the Cleveland Indians will bring you first-class treatment.

- ◆ Suite Attendants are on each floor to support you with directions, answers to your questions, or offer any assistance you might need. Attendants also operate elevators and are there to make your game experience more enjoyable.
- ◆ Suite Concierges are at your service on the Club Level; they can be reached easily from the phone in your Suite.

LEVY RESTAURANTS

Levy Restaurants is the exclusive caterer for the Suites, Club Seats, and Terrace Club. Levy Restaurants is proud to present award-winning cuisine, incredible dessert carts, and friendly, attentive service.

- ◆ Returning for the 2003 season will be the ability to place Suite food and beverage orders via the internet. Online ordering can be accessed at levysuites.com. Our goal, each time you visit your Suite, will be to create an incomparable experience for you and your guests. With over 22 years of established fine dining experience, Levy Restaurants is recognized as a trend-setting industry leader.
- ◆ Suite Attendants are on each floor and will be your direct contact with the kitchen.



TICKETS

- ◆ Suite tickets for the 2003 baseball season at Jacobs Field include 12 tickets or in some cases eight (8) tickets for each regular season home game. As stated in the Suite License Agreement, all exhibition and post-season games will be automatically added to your package and delivered and billed to Suite holders separately.
- ◆ If you have additional ticket needs, you have the ability to order up to four (4) additional standing room only tickets to your Suite. In specific Suites you will have the ability to purchase either one (1) or two (2) additional bar stool tickets.
- ◆ Non-baseball event tickets may be purchased by Suite holders if you choose to attend the event. Your purchased tickets will be designated for Suite access. If you choose not to purchase tickets for an event of this type, then your Suite will remain locked.
- ◆ Each person entering the Suite Level must present a Suite or a Club seat ticket. Suite and Club seat tickets look different from individual seat tickets, so that Suite holders, Club seat holders, and their guests will be easily recognized.
- ◆ Only guests in possession of a Suite ticket will be allowed access to the three (3) upper Suite Levels.
- ◆ Only guests in possession of a Dugout Suite ticket will be allowed access to the Lower Suite Level.
- ◆ Will Call is located at Gate A, Jacobs Field Main Box Office. Tickets may be left at Will Call Monday through Friday from 9:00 am to 5:00 pm. When leaving tickets for your guests, please be sure your guests have proper identification when picking up tickets. A photo I.D. is required to pick up ticket(s). Will Call reservations can be picked up 1 1/2 hours prior to game time.



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